



**North Carolina Department of Health and Human Services  
Division of Mental Health, Developmental Disabilities and Substance Abuse Services**

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Michael F. Easley, Governor  
Dempsey Benton, Secretary


Michael S. Lancaster, M.D. and  
Leza Wainwright, Directors

September 15, 2008

**MEMORANDUM**

**To:** Legislative Oversight Committee Members  
Commission for MH/DD/SAS  
Consumer/Family Advisory Committee Chairs  
State Consumer Family Advisory Committee Chairs  
Advocacy Organizations and Groups  
North Carolina Association of County Commissioners  
County Managers  
County Board Chairs  
North Carolina Council of Community Programs  
NC Association of Directors of DSS

State Facility Directors  
Area Program Directors  
Area Program Board Chairs  
DHHS Division Directors  
Provider Organizations  
MH/DD/SAS Professional Organizations and Groups  
MH/DD/SAS Stakeholder Organizations and Groups  
Other MH/DD/SAS Stakeholders

**From:** Leza Wainwright 

**Re:** **Communication Bulletin #098**  
MH/DD/SAS Community Systems Progress Report and  
the new Critical Measures At A Glance



**Community Systems Progress Report:** Enclosed please find the *MH/DD/SAS Community Systems Progress Report* for the fourth quarter of SFY 2007-2008. This report marks the end of the second year of publishing LME and statewide performance on critical indicators of system quality. **Over the past two years, the state has shown improvements in all but two of the 21 critical measures.**

For the preceding two years, the Division has reported on time periods ending 3-to-6 month before the report date, depending on the measure, to allow adequate time for service claims to be submitted and processed. Given requests for more timely data, the Division will be reducing this "lag" wherever possible, beginning with the first quarter report for SFY 2009 (to be published in November 2008).

**Critical Measures at a Glance:** Included for the first time with this report is *Critical Measures at a Glance* for the fourth quarter of SFY 2007-2008, as required by S.L. 2008-107. This one-page matrix shows each LME's performance on the critical performance measures against statewide averages and the performance standards in the *DHHS-LME Performance Contract*. The matrix also shows whether each LME has met the performance standards for at least 65% of the critical measures, which is one of the requirements for consideration to receive single stream funding.



The report, appendix to the report, and one-page matrix are available on the Division website at:  
<http://www.ncdhhs.gov/mhddsas/statspublications/reports>

If you have questions regarding this report, please send them via electronic mail to:  
ContactDMHQuality@ncmail.net.

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